



# Steele Heights

## Welcome

*to your new home at Steele Heights*

You will find some important information and forms in this package as it pertains to your new property. This package simply highlights a few of the provisions of the Bylaws and policies of the Corporation. Please ensure that all applicable forms are submitted to the Administrative Assistant for your property.

Please also ensure you have read and understand your Corporation Bylaws.

Please keep this package handy for contact and information purposes.

**Ayre & Oxford Inc. Property Management**

**#501 4730 Gateway Blvd NW  
Edmonton AB, T5H 4P1**

**Ph: 780.448.4984 ~ Fax: 780.448-7297**

**Amanda Edwards**  
**SENIOR CONDOMINIUM/PROPERTY MANAGER/ASSOCIATE**

**E-mail [aedwards@ayreoxford.com](mailto:aedwards@ayreoxford.com)**  
**Ext 3490**

**ADMINISTRATIVE ASSISTANT**  
**E-mail: [admin5@ayreoxford.com](mailto:admin5@ayreoxford.com)**  
**Ext 3400**

**MAINTENANCE STAFF**  
**Doug Hardy**

**AFTER HOURS EMERGENCIES**  
**780-499-8424**



## **General Building information**

### **1. Move in/out Etiquette:**

- a. **No driving on the grass or moving through patios.**
- b. Moving household goods in / out should be done with safety and courtesy. Any damages incurred will be the responsibility of the unit owner.

### **Thinking of selling?**

It happens – everyone's needs change over time. Note: when you are selling, the real estate agent you work with or potential buyer,s are usually interested in some key documents:

- Condo Bylaws
- Previous AGM minutes
- Insurance Certificate for building
- End of year financials
- Reserve Study

All these documents have been provided to owners in the past. By law you only have to make these available for VIEWING (by appointment at Ayre & Oxford). However, to speed up the sales process most sellers keep a copy of the documents handy. Please remember that if you need this documentation reproduced there is a fee which can be \$300-400 depending on the needs of the buyer. So be sure to have your bylaws and keep your AGM information in a handy spot!

### **2. Emergencies**

- a. If there is a police / fire or medical emergency, call **911**.
- b. Report incidents requiring immediate action to the onsite emergency staff.
- c. Non-emergency reports should be made to Property Management the following business day for record purposes.

### **3. Noise and disturbance:**

Daily living and its associated noises are expected and suggested to remain from 8am to 9pm. Outside of this timeframe should be quiet hours.

- a. Parties or activities beyond 9pm should be conducted with due respect to your neighbors.
- b. Owners with complaint regarding noise in a unit after hours are asked to call the police and report it to Ayre & Oxford the next business day. Please document the date / time and nature of the complaint with as many details as possible.

### **4. Renovations and Repairs:**

- a. Construction in units is to be between 9am and 9 pm.
- b. If you are planning a renovation, you are asked to contact the building management **prior to commencement** for guidelines and they will provide permission. This also applies to moving plumbing or electrical fixtures from one location to another. Remember: **all renovations require Board permission prior to commencing.**
- c. Unapproved renovations are subject to removal.
- d. If you are upgrading / renovating, please ensure your insurance is adjusted to reflect coverage on all items that are not remaining "builders' grade".

### **5. Home based business:**

Please make your request in writing to the Building Management for approval by the Board. Approval will not be given to business which requires public attendance in the complex

### **6. Air conditioners:**



Please submit written requests to Management with all specifications. Air conditioners cannot be mounted to hang outside of windows and must be fully inside your unit. They cannot alter the building in any way or cause excessive noise outside your unit that may disturb neighbors.

7. **Heating:**

It is the owner / resident's responsibility to inspect their home for leaks and report them as soon as discovered. Take a moment and inspect your heating pipes, carpet areas and ceilings frequently and report any damage as soon as possible to avoid further damage and possible liability.

There are components in your suite which require regular maintenance at the cost of the individual unit owner, such as each unit must look after their furnace, hot water tank and plumbing fixtures.

Furnaces should be inspected annually. Hot water tanks- owners are liable for damages should the tank or fixtures leak inside your unit and damage common property. Plumbing connections- Should be visually inspected for leaks and repaired as necessary.

**Furnaces:** Change your furnace filters.

Did you know Atco gas will inspect your furnace and other gas appliances for free once per year?

Contact ATCO Gas Customer Assistance Centre

Edmonton - (780) 424-5222

Monday to Friday: 7 a.m. to 7 p.m. (closed on statutory holidays)

**Hot water tanks:** After consulting your hot water tank owner's manual, carefully test the temperature and pressure relief valve to ensure it is not stuck. Caution: This test may release hot water that can cause burns. Also, most hot water tanks recommend a schedule for draining the tank to increase the life duration of the tank.

In the winter, please make sure your heat is on. Do not leave any windows or patio doors open when you are not around. If you do need to open a window, please monitor it closely as there have been problems with pipes freezing when there is a change in temperature. Damage done to your suite and other suites, as a result of frozen pipes that burst, as a result of negligence on the part of the resident or owners of the suite, is the responsibility of the owner and/or resident of that suite. Our temperature can change drastically from warm to cold in a hurry.

8. **Pets:**

Pets, including visiting pets (longer than 14 days) require approval of the Board. You will find a pet approval form included in this package. Please also refer to the Corporation bylaws 3.2.

9. **Insurance:**

It is mandatory that all owners and tenants if renting have proper condo insurance. A copy of the insurance documents must be presented to the management company for their records.

The Condominium Corporation carries Real Property All Risk Insurance, which provides coverage to the full replacement value of all real property in the condominium complex. This policy does not cover the individual unit owner in these important areas:

Insurance coverage on your personal property or contents coverage

- Insurance coverage for personal liability
- Sewer back up
- Contingent insurance
- Insurance on Betterments, or improvements
- Loss assessment (coverage for the corporations deductible should it be assessed back to them)
- If the unit is rented to tenants, the owner should carry a condo package that also covers tenant liability; the tenant must carry a tenants' policy.

To protect these important areas, you should purchase a Condominium Unit Owners Policy. This a



package designed specifically for this unique type of ownership. Contact your insurance agent to ensure that your needs are adequately met and ensure that you have coverage for the corporations insurance deductible. Provide your insurance agent with a copy of the Corporation bylaws and the current Corporation insurance certificate for reference.

### **Guidelines for enjoyment and use of Common Areas**

1. **For sale / rent signage:**

Signs cannot be placed on the common property or surrounding grounds of Steele Heights. You can place signs in the window.

2. **Rental Units:**

If you intend to rent your suite, please notify Ayre & Oxford Inc within 21 days of the Rental and provide details of the tenants. You will find a notification form attached for your reference.

3. **BBQ's :**

The BBQ should be kept away from the siding as it could melt. Any damage to the outside of the building from BBQ's is the responsibility of the owner's or residents of the unit with the damage.

4. **Fire Pits:**

Please be advised that fire pits are not permitted due to them being a fire hazard; as per Bylaws:

Part VI OCCUPATION AND USE OF UNITS, section 49. Fire Hazard and  
Part VII PROVISIONS GOVERNING THE USE OF COMMON PROPERTY, section 76.

5. **Garbage...Garbage:**

We strongly encourage everyone to recycle and please be reminded:

- ❌ Please DON'T put your garbage beside the dumpster – it won't get picked up by the garbage folks and ends up being strewn across the property. If we have to hire someone to clean up garbage left outside the bin or in the building that cost gets passed on.
- ❌ Plastic milk jugs and other recyclable plastic jugs now carry a refundable deposit.
- ❌ If you are placing milk jugs into the containers, please ensure they are crushed to allow more space.
- ❌ Any non household garbage must be taken to a local ECO Station or WASTE Centre, the closet ECO Station is:

Kennedale Eco Station (Northeast)  
5355 127 Avenue NW  
Edmonton, AB T5A 0B4

6. **FENCING**

Nothing is to be attached or hung from the new vinyl fencing. Also note that any BBQ must be removed from the fencing. Please ensure manufacturers guidelines are followed to ensure that the fences do not melt.

7. **YARDS:**

Yards are to be kept tidy, dog feces is to be picked up, no storage of items on the decks or in front of the unit or side of the unit, and the grass is to be mowed inside the yard which is a unit owner responsibility (mentioned the bylaw).



## ***Steele Heights***

### **Contact Information Update Form**

How would you like to receive your Condominium Correspondence?

EMAIL ONLY ☐

MAIL ONLY ☐

**\*\* Please ensure that your address filed with Land Titles, is kept up-to-date at all times to ensure you receive important Legal documents pertaining to your Property, which will continue to be mailed to the Address registered on Land Title. \*\***

Suite No.: \_\_\_\_\_ Building (where applicable): \_\_\_\_\_

#### **OWNER INFORMATION**

Owner Name: \_\_\_\_\_

Property Address: \_\_\_\_\_

Mailing Address (if offsite): \_\_\_\_\_ Prov: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Primary Phone No.: \_\_\_\_\_ Secondary Phone No.: \_\_\_\_\_

E-mail: \_\_\_\_\_

Emergency Contact/Agent: \_\_\_\_\_

Emergency contact primary phone: \_\_\_\_\_ Secondary phone: \_\_\_\_\_

#### **TENANT / RESIDENT INFORMATION, (if different from Owner):**

Name(s): \_\_\_\_\_

Daytime phone: \_\_\_\_\_ Evening phone: \_\_\_\_\_

Please be reminded that the Owner(s) is/are responsible to ensure the Tenant(s) receive all applicable correspondence.

#### **CARS OWNED OR USED BY OWNER/RESIDENTS parked on Condominium Property:**

##### **Car #1.**

Parking stall number: \_\_\_\_\_ Make/Model: \_\_\_\_\_ Colour: \_\_\_\_\_ License Plate Number: \_\_\_\_\_

##### **Car #2.**

Parking stall number: \_\_\_\_\_ Make/Model: \_\_\_\_\_ Colour: \_\_\_\_\_ License Plate Number: \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

The information requested above is required as per your Bylaws and the Condominium Property Act. Please ensure you submit a new form with any changes to any of the above information. Changes are accepted in writing only, to ensure no discrepancies.

**Once completed, please sign and return the form to [admin5@ayreoxford.com](mailto:admin5@ayreoxford.com), or via fax, regular mail, or drop it off to our office, contact information provided on the letter head.**





## **STEELE HEIGHTS** **PET REGISTRATION**

The Owners: Condominium Plan No. 772 0944 Steele Heights

Unit Owner: \_\_\_\_\_

Unit Address: \_\_\_\_\_

I hereby request permission to keep in the aforementioned described condominium unit a pet of the following description (Note: **Please submit a photograph with this application.**):

Common Name: \_\_\_\_\_

Breed: \_\_\_\_\_

Approximate Size: \_\_\_\_\_

Color: \_\_\_\_\_

Age: \_\_\_\_\_

Up to date immunization shots: Yes \_\_\_\_\_ No \_\_\_\_\_ (check one)

Other Description: \_\_\_\_\_

In consideration of this permission being granted I agree:

- a. That at all times when this animal is not in the Unit, or contained in the privacy area, it shall be kept on a leash while coming to or leaving the property.
- b. That I will pay immediately for any damage done by said animal to the common property or person.
- c. That I will indemnify and save you harmless from any and all claims which may be against the Condominium Corporation by reason of the Condominium Corporation permitting me to keep said animal in my Condominium Unit.
- d. That permission granted by the Board of Directors on behalf of the Condominium Corporation may be revoked at any time, at the Board of Director's discretion.
- e. That I shall not permit my animal to run at large on any part of the property.
- f. Continual barking is acknowledged as disturbing the quiet enjoyment of Condominium Owners, and the Condominium Corporation has the right to withdraw approval of pets that are deemed to be a problem.
- g. Owners responsibility to remove all droppings of their pets immediately.

Per Unit Owner \_\_\_\_\_

Per Unit Owner \_\_\_\_\_

Permission to maintain the above-described animal, subject to the Condominium Bylaws and aforementioned conditions, is hereby granted.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_

Per: \_\_\_\_\_ (Property Manager)

on behalf of The Owners: Condominium Plan 772 0944 Steele Heights Condominiums



**NOTICE OF INTENTION TO RENT/LEASE  
Steele Heights Condominium**

1. We, \_\_\_\_\_, as owner(s) of Unit  
Number \_\_\_\_\_, intend to rent/lease the unit to:

\_\_\_\_\_  
(name and address of proposed tenant/lessee)

2. A copy of the proposed rental agreement/lease showing the terms thereof, the amount of the rental to be paid and the circumstances under which it may be terminated prior to expiry is attached.

3. My/Our address for service of legal process is:

4. I/We undertake to pay the Condominium Corporation and to indemnify it against any damage sustained by the Corporation or any other person as a result of the tenant's/lessee's breach of any Bylaw or any damages resulting from negligence or nuisance committed by the tenant/lessee.

5. Notice of Move in and move out must be notified in advance, at which time an elevator key will be provided if applicable to assist with the move.

6. I/We understand and agree that any unpaid charges resulting from damage sustained by the Corporation or any other person as a result of the tenant's/lessee's breach of any Bylaw or any damages resulting from negligence or nuisance committed by the tenant/lessee will be applied against Condominium fees paid; resulting in action taken as per the Corporation bylaws. The Corporation also has a charge against the estate of the defaulting owner, for any amounts that the Corporation has the right to recover under these by laws. The charge shall be deemed to be an interest in the land, and the Corporation may register a caveat in that regard against the title to the defaulting owner's unit. The Corporation shall not be obliged to discharge the caveat until all arrears, including interest and enforcement costs have been paid.

7. I/We have fully explained to the prospective tenant/lessee the provisions of Sections 45 to 47 of the Condominium Property Act and we have provided the tenant with a copy of the Corporation's Bylaws.

8. I/ We understand that the Residential Tenancies Act may affect us and our tenant. If there is a conflict between the Residential Tenancies Act and the Condominium Property Act, the Condominium Property Act applies.

9. Attached is a cheque for the deposit (one month's rent) in the amount of \$1000.00- or one-month's rent which is ever greater and \$150 move in fee if applicable Yes \_\_\_\_\_, or No \_\_\_\_\_.

DATED at Edmonton this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_.

SIGNATURE OF OWNER

SIGNATURE OF CO-OWNER

Attachments: Proposed Rental Lease Agreement  
signed bylaw received  
Tenant's insurance certificate



## Steele Heights Condominiums

To: Board of Directors:

Unit # \_\_\_\_\_

Address: \_\_\_\_\_

In consideration of the attached application to lease unit # \_\_\_\_\_ at Steele Heights,  
please be advised of the following:

I / We \_\_\_\_\_  
have received a copy of the Corporation bylaws, for review.

I / We \_\_\_\_\_  
agree to undertake the bylaws.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Witness Signature: \_\_\_\_\_





## Steele Heights Condominiums

To: Board of Directors:

Unit # \_\_\_\_\_

Address: \_\_\_\_\_

I / We \_\_\_\_\_

Cease to rent the aforementioned suite effective: \_\_\_\_\_ (date)

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Witness Signature: \_\_\_\_\_



## Steele Heights

### Alberta Treasury Branch Pre-Authorized Chequing / Authorization for Debit Transfer

Unit #: \_\_\_\_\_ Building #: \_\_\_\_\_

Surname: \_\_\_\_\_ First Name: \_\_\_\_\_ Initial: \_\_\_\_\_

Name: \_\_\_\_\_

Complete if the name the account is under is different from Condominium Owner's name

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone No : \_\_\_\_\_ ( work) \_\_\_\_\_

Email: \_\_\_\_\_

**CIRCLE YES or NO**

- |  |     |    |
|--|-----|----|
| 2. New Pre Authorized Plan for Ayre & Oxford Inc.? | YES | NO |
| 3. Bank Information Change (If Applicable)?        | YES | NO |

**THESE SERVICES ARE FOR:**

**CHECK ONE:**

\_\_\_\_ Personal Use **OR** \_\_\_\_ Business Use

I, \_\_\_\_\_; Hereby authorize Alberta Treasury Branch (ATB) and: Ayre & Oxford Inc., #501 4730 Gateway Blvd NW; Edmonton, AB T6H 4P1, Telephone: (780) 448-4984

To transfer monies in the amount of the monthly condominium fees from my account at the following location on the 1<sup>st</sup> of every month or next business day: **Please note outstanding balances CAN NOT be paid through Pre-authorized and must be paid by either cheque/money order or Condo Café/.**

Financial Institution Name: \_\_\_\_\_

Acct No: \_\_\_\_\_ Transit # (5 digits): \_\_\_\_\_ Financial Inst # (3 digits): \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_ Telephone No.: \_\_\_\_\_

I authorize Ayre & Oxford Inc. and ATB to use the services of any member or affiliate of the Canadian Payments Association (CPA) in carrying out this authorization. I agree to be bound by the standards, rules and practices of the CPA as they may exist from time to time. I agree to give written notice of cancellation of this authorization to Ayre & Oxford Inc. and to be bound by this authorization until Ayre & Oxford Inc. has had reasonable time to act on the notice. Ayre & Oxford Inc. and/or ATB may terminate this authorization by providing me with ten (ten) days notice.

You, the Payor may revoke your authorization at any time in writing subject to providing notice of 10 days. You have certain recourse rights if any debit does not comply with this agreement. You have the right to receive reimbursement for any debit that is not authorized or is not consistent with this PAD agreement. To obtain more information on your resource rights you may contact your financial institution or visit [www.payments.ca](http://www.payments.ca)

I undertake to inform Ayre & Oxford Inc. within ten (10) days of any changes to branch, account and institution number while this authorization is in effect.

**It is the Condominium Owner's responsibility to notify Ayre & Oxford Inc. of cancellation or changes to the Pre-Authorized account on or by the 23<sup>rd</sup> of the current month.**

**I understand there will be a service charge of \$35.00 if any withdrawal is returned. (This service charge is subject to change without notice.)**

Commencement Date: \_\_\_\_\_, 20\_\_\_\_ (This form must be received by the 23<sup>rd</sup> of the month before the commencement date.)

Signature: \_\_\_\_\_ Signature of Joint Acct Holder (if applicable) \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name of Signer: \_\_\_\_\_ Printed Name of Signer of Joint Acct Holder \_\_\_\_\_

Please send completed form to [receivables@ayreoxford.com](mailto:receivables@ayreoxford.com)

**A VOID CHEQUE or BANK CONFIRMATION MUST BE ATTACHED**

Telephone (780) 448-4984 • Fax (780) 448-7297

[www.ayreoxford.com](http://www.ayreoxford.com)



## Steele Heights Unit Alteration/Renovation Application

---

Date of Application: \_\_\_\_\_

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_

Interior Enhancement: \_\_\_\_\_

**DESCRIPTION OF PROJECT(S):**

\_\_\_\_\_  
\_\_\_\_\_

**Permit Required:** YES \_\_\_\_\_ NO \_\_\_\_\_ (If yes, enclose copy for file)

**Material(s) to be used in construction:**

**NOTE:** low, minimal or maintenance free materials must be used in construction, and must meet with municipal and provincial codes & requirements

\_\_\_\_\_  
\_\_\_\_\_

**Color(s):**

\_\_\_\_\_  
\_\_\_\_\_

**Dimensions, Specifications:**

(Attach a detailed sketch or drawing of the project showing dimensions, including proximity to adjoining properties. If interior enhancements involve structural changes, an engineer's report may be required.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Contractor(s) or persons responsible for construction and contact numbers:**

\_\_\_\_\_  
\_\_\_\_\_

**Estimated completion date of project(s):**

**NOTE:** owner(s) accepts responsibility for timely completion of construction project

\_\_\_\_\_  
\_\_\_\_\_

**Units that may be affected and/or impacted by construction:** \_\_\_\_\_

Owner(s) to complete the following section:

I/we, \_\_\_\_\_, as homeowner(s) of Unit \_\_\_\_\_, accept all responsibility for construction and associated costs including permits as well as any/all related maintenance of these projects. I/We also accept full liability for any and all damages caused as a result of the failure of any electrical, plumbing and/or structural components changed during the course of the renovation. All items to be discarded as a result of the renovations will be handled by the homeowner, and will not be discarded on-site in or by the Corporations garbage bins.

When these enhancements are complete, these projects will be discussed with my/our insurance agent. If applicable my/our insurance coverage will be increased to cover replacement costs associated with these items. I/We are aware and accept full responsibility for any additional insurance premiums incurred as a result of these improvements to my/our property and unit.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_

\_\_\_\_\_  
Owner's Signature

\_\_\_\_\_  
Owner's Signature

**ADVISORY:** Buildings constructed prior to 1990 may have used building products containing asbestos. This was very common in many products. Please exercise caution when renovating. More information about asbestos and the products containing asbestos can be obtained at:

<http://environment.gov.ab.ca/info/library/7635.pdf>

Office to complete the following section

Board members concerns and/or any related conditions of approval OR denial and reason for denial:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Approved / Denied (Please circle and initial one)

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_, \_\_\_\_\_  
(Property Manager)



**STEELE HEIGHTS  
RESIDENT COMPLAINT FORM**

Today's Date: \_\_\_\_\_ Building Name / Address: \_\_\_\_\_

Name: \_\_\_\_\_ Suite: \_\_\_\_\_ Owner or Tenant? \_\_\_\_\_

E-mail address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Complaint against Suite #: \_\_\_\_\_ Type of complaint: \_\_\_\_\_

If the complaint is noise, describe the type of noise: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

How frequent is this occurring? \_\_\_\_\_

How long does this occur? \_\_\_\_\_

At what time of day? \_\_\_\_\_

Location / source of the complaint? \_\_\_\_\_

How is it affecting you? \_\_\_\_\_

Is it affecting anyone else? \_\_\_\_\_

Other relevant details: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Are you willing to attend court in the event that this issue escalates to that point? \_\_\_\_\_

*The information collected here is for legal and record keeping purposes only. Your information will not be shared with the offenders unless required by law.*

**FOR OFFICE USE ONLY:**

1<sup>ST</sup> COMPLAINT    2<sup>ND</sup> COMPLAINT    3<sup>RD</sup> COMPLAINT    4<sup>TH</sup> COMPLAINT

NOTES: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_